

Position Description

Position Title:	Volunteer
Department:	People and Culture
EBA / Award:	National Employment Standards / Fair Work Australia
Classification:	Volunteer
EFT / Hours:	The rostering of hours and days will be negotiated to meet the availability of the volunteer and the needs of the service.
Employment term:	Ongoing
Employment type:	Volunteer
Employment conditions:	<input type="checkbox"/> Vaccination Category A <input checked="" type="checkbox"/> Vaccination Category B - all volunteer roles except <input checked="" type="checkbox"/> Vaccination Category C - Document Administration Support and headspace Youth Reference Group
Location:	Sites include Wangaratta / Wodonga / Myrtleford / Benalla Hub / headspace Albury Wodonga / headspace Wangaratta / Therapeutic Community/Shepparton With the occasional travel to other sites required
Reports to:	Wellbeing and Engagement Coordinator
Direct Reports:	Nil
Budget Responsibilities:	Nil

Program Information

The Friends of Gateway Volunteer Program has a number of volunteer opportunities for people who want to help in the community health sector. Volunteering is an interesting, satisfying and fun way for people to become involved in their community. You can offer your services in a number of ways - formal or informal, weekly, occasional or even one-off. There are volunteer opportunities available across a range of programs.

Purpose of the Role

When you volunteer, you not only gain skills and knowledge, you give back to the community. Being a volunteer has lots of benefits. It can bring meaning and purpose to your life, while increasing your self-esteem and wellbeing. Volunteering can also relieve stress, and alleviate symptoms of depression. As well as having a positive impact on your community, volunteering can improve your relationships.

Scope of Practice / Professional Standards

Scope of practice delineates the extent of an individual practitioner's clinical practice based on the individual's credentials, competence, performance and professional suitability. Gateway Health requires all employees to work within the defined scope of practice for their specific role and in line with their appropriate professional standards or scope of practice outlined by the relevant professional registration body (i.e. AHPRA, SPA, DA).

The scope of practice for this position is governed by National Standards for Volunteers

Liases with Internally

Gateway Health staff, including

- Business Services
- Executive Leadership Team

- Program Managers, Team Leaders and Clinical Leads
- Gateway Health Accreditation Working Groups
- All Gateway Health Staff

Liases with Externally

This position may be expected to liaise with, though not limited to the following;

- Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives.
- Community service organisations.
- Health services
- Local Councils
- headspace
- Other Not for Profit Organisations.
- Other Volunteers
- Clients
- Members of the public

Key Responsibilities and Accountabilities

Role Specific Duties

There are a number of ways in which you can volunteer your services:

Group Support Programs

- Active Rural Communities & Tai Chi Group Support
- Listening to Voices
- Mother Goose Group Support
- BLISS
- Family and Carer Led Centre - Centre and Community based

To encourage and support active ageing, social inclusion, meaningful relationships and mental wellbeing

- Development of a sound knowledge of relevant program procedures and work practices
- Ability to provide between 1-5 hours per week, depending on requirements of the program involved
- Assist with planning and facilitation of any onsite or group activities, including one on one support, set up and cleaning up after completion of activities (this may include outreach services and events)
- Collection of data, prepare welcome packs, completion of any documentation, including group participation lists and ensuring it is forwarded to a volunteer coordinator in a timely manner
- Compliance with OH&S and other relevant legislation as advised by your Coordinators, including notifying of any safety risk or incident that is likely or has occurred.
- Providing social interaction for participants in the group
- Attendance at volunteer meetings as required
- Attendance at relevant training and maintenance of updates in qualifications including First Aid, CPR and other accredited training as required

One on One Support Programs

- Friendly Visitor One on One Support
- Home and Community Care Program for Younger People (HACC PYP) One on One Driver Support
- Medical Practice - Refugee Clinic

Friendly Visitor

To develop a relationship between the volunteer and participants to allow weekly connections so that meaningful relationships can be developed and maintained, and each participant is encouraged to enjoy an active lifestyle and remain socially included.

- Development of a sound knowledge of relevant program procedures and work practices
- Ability to provide between 1-2 hours per week, depending on requirements of the program
- To be punctual and reliable
- Supporting participants to remain active, and to participate in the community
- To assist with meal preparation, serving meals or refreshments to participants if required
- To provide companionship and share skills and interests, supporting participants to identify their own skills and interests and passions
- Participant transport when required and where relevant
- Assist with planning and facilitation of any onsite or group activities, including one on one support, set up and cleaning up after completion of activities
- Completion of any documentation, including group participation lists and ensuring it is forwarded to volunteer coordinator in a timely manner
- Compliance with OH&S and other relevant legislation as advised by your Coordinators, including notifying of any safety risk or incident that is likely or has occurred.
- Attendance at volunteer meetings as required
- Attendance at relevant training and maintenance of updates in qualifications including First Aid, CPR and other accredited training as required

HACC PYP - Driver Support

To transport and support participants to attend medical appointments and access their community which will in turn support participants in community life, continue to maintain or regain independence and stay living in their home independently.

- Drive Gateway Health vehicles in accordance with the VIC road traffic code and Gateway Health Policies and Procedures
- Ability to provide between 1-4 hours per week, depending on requirements of the program
- Respect the privacy, rights and dignity of participants and maintain confidentiality with respect to information obtained during the delivery of service
- Pick up and transport participants to their appointments or activities in accordance with the HACC-PYP roster
- Interpret road maps, use electronic navigation devices and navigate pre-determined routes
- Use transport communication systems including smart phones and tablets, maintaining log of fleet vehicle activity
- Assist participants with bags or light weight aids (such as walking sticks, frames, crutches, wheelchairs etc.)
- Report any incidents, concerns or issues related to the ability to deliver the service as well as any concerns relating to a HACC-PYP participant.

Medical Practice - Refugee Clinic

- Supporting refugee families and clinical staff within the Wodonga Refugee Clinic
- Contributes positively to the multidisciplinary clinical team
- Provides compassionate and practical assistance as directed by the Refugee Nurse
- Contributes to the delivery of safe, coordinated, and culturally sensitive care for refugee families
- Undertakes all duties under the supervision and direction of the Refugee Nurse, in line with organisational policies and clinical guidelines

Reference Groups

- headspace Youth Reference Group
- headspace Family & Friends Reference Group
- WayOut Wodonga
- Gender Service Reference Group

headspace Albury Wodonga / Wangaratta - Youth Reference Group Member (6 Month Tenure)

As a Youth Reference Group (YRG) Member with a 6-month tenure, you will play a vital role in advocating for young people aged 12-25 within our communities across the Ovens and Murray Region. Your contributions will shape headspace's approach to youth engagement, governance, and community activities.

Throughout the 6-month tenure, you will:

- **Attend Regular Meetings:** Participate in monthly meetings, both in person or online, shared across Wodonga and Wangaratta, with the understanding that additional meetings may be required throughout the planning of events and other activities.
- **Youth Governance Input:** Provide valuable youth perspectives on headspace governance.
- **Community Representation:** Represent the voice of young people at community events.
- **Group Planning & Discussion:** Actively contribute to group planning, discussions, and decision-making processes.
- **Campaign Support:** Assist in the creation of campaigns, including advertising and social media.
- **Training & Development:** Complete orientation, induction, and relevant training modules, including Work Health and Safety and Mental Health Training.

headspace Albury Wodonga / Wangaratta - Youth Reference Group Member (12 month Tenure)

As a Youth Reference Group (YRG) Member with a 12-month tenure, you will have an extended opportunity to influence and advocate for young people aged 12-25 within our communities across the Ovens and Murray Region. This role allows for deeper involvement in headspace's governance and community initiatives.

Throughout the 12-month tenure, you will:

- **Participate collaboratively** in the planning and facilitation of our headspace Day event.
- **Attend Regular Meetings:** Participate in monthly meetings, both in person or online, shared across Wodonga and Wangaratta, with the understanding that additional meetings may be required throughout the planning of events and other activities.
- **Youth Governance Input:** Provide valuable youth perspectives on headspace governance. **Community Representation:** Represent the voice of young people at community events.
- **Group Planning & Discussion:** Actively contribute to group planning, discussions, and decision-making processes.
- **Campaign Support:** Assist in the creation of campaigns, including advertising and social media.
- **Training & Development:** Complete orientation, induction, and relevant training modules, including Work Health and Safety and Mental Health training (funded by us). Additional supported training and development opportunities are available for members participating in 12-month roles.

WayOut Wodonga - Community Based Volunteer (LGBTIQASB+)

WayOut Wodonga promotes the rights, mental health and wellbeing of LGBTIQASB+ young people in Albury Wodonga and surrounds. WayOut Wodonga volunteers take a lead role in developing and implementing community based projects as well as support activities relevant to QREW social youth group.

- Inform social media content
- Facilitating QREW catch ups and outings
- Support the marketing and communications team in capturing and editing content
- Administration tasks including use of Microsoft Office Suite
- Assist in the planning and implementation of community engagement initiatives
- Event management support

Document and Administration Support

Ability to perform a range of administrative duties including but not limited to the following-

- Use of Microsoft Office suite of programs
- Basic document filing and photocopying, mailing and label production
- Collation of resources for staff and/or clients
- Re-stocking of pamphlets/brochures in Services order
- Monitoring and re-stocking where necessary of stock items
- Assist with data entry when required
- Assist with coordination of Gateway Health’s Women’s and Men’s Health Days (ie. Culture Club) and other events as required
- Monthly, Quarterly review of Gateway Health Reports
- Document reviews and general administration support
- If your duties include assisting headspace, you will be required every 4 weeks:
 - to collect food from Albury Wodonga Regional Foodshare
 - abiding by their registration processes
 - restocking food areas where required
 - use Gateway Health vehicle
 - Obtain list of popular food items from Program Manager.

All Volunteers are to

- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including excel spreadsheets.
- Databases are kept up to date at all times
- Complete annual renewal of registration to practice (if required).
- Competently use all relevant organisational databases - including but not limited to VHIMS, RelainSys, clinical software, financial software
- Active participation in Training and/or Professional Development
- Completion of Mandatory training

Financial Management

- Forwarding funds received on behalf of Gateway Health, to appropriate administration personnel at Gateway Health (Only applicable to specific programs)

Key Performance Indicators

- Demonstrate positive and supportive behaviours consistent with Gateway Health’s values, towards all staff, contractors and clients
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Support all facets of Gateway Health’s internal and external communications and public relations functions
- Be the best volunteer you possibly can be
- Maintain good communication with your Volunteer Program Supervisor

Quality, Safety, Risk, and Improvement Responsibilities

- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures, and guidelines.
- Working within the Risk Management Framework, identify, report hazards, and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.

- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Actively consult with the internal customer or consumer feedback and respond accordingly to identify areas of need and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers, or members of the public.
- Work at and travel to other locations will be required.
- Willingness to engage in a flexible work model that may require out of hours work and travel.
- The occupant of this position understands and acknowledges that they may be required to be redeployed and work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency.

Code of Conduct

Employees are expected to, always:

- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures
- Maintain a high professional standard and work with integrity.
- Work collaboratively.
- Communicate with respect and tolerance.
- Maintain a client focus.
- Adopt a Continuous Improvement approach.
- Maintain privacy and confidentiality at all times.
- Work within legislative and compliance framework.

Key Selection Criteria

Essential

1. Ability to behave in accordance with the Gateway Health Values.
2. Caring and warm personality with good listening and communication skills
3. Demonstrated compliance with OH&S and any other relevant legislation
4. Commitment to Program's purpose
5. Ability to actively contribute to creating safe and welcoming environments for participants
6. Well-developed communication skills across multiple platforms with the capability to correspond in a clear manner appropriate to the purpose and audience.

7. Reliable and task orientated with good time management skills
8. Ability to adhere to boundaries of the role and seek advice as required.

Mandatory Requirements

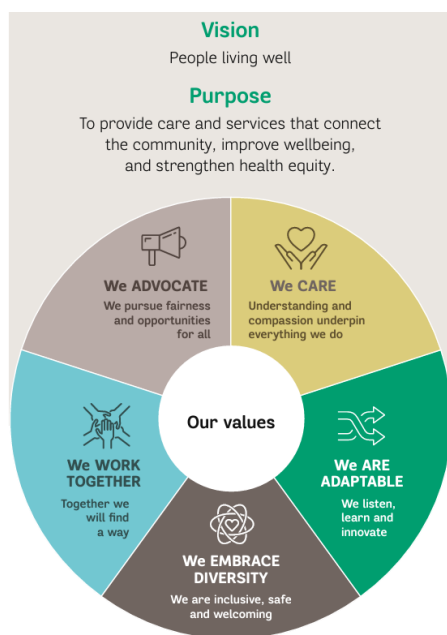
1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check and New South Wales and/or Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of Influenza Vaccination or Exemption must be provided prior to commencement.

Desirable Requirements

1. Experience volunteering or work with elderly or people with a disability
2. Ability to work in a group setting or as part of a team
3. Willingness to participate in annual Volunteer Survey

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).



Principles

- We RESPECT** the strength of individuals and the community, and their capacity to recover from adversity.
- We RECOGNISE** the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.
- We ACTIVELY LISTEN** and work alongside the community and each other to design and deliver better solutions.
- We BELIEVE** a learning culture is critical to enhancing the wellbeing of staff, clients and the community.
- We CONTRIBUTE** to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.

Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.

The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.

Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual,

transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.

Review of Position Descriptions:

This position description will be reviewed annually, and when the position becomes vacant or as deemed necessary.

Acceptance of position description

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health’s Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate from the Volunteer Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by

(print name): _____

Employee

Signature: _____

Date: _____

[#if [acceptance_calc] != "--"]

ACCEPTED for and on behalf of the EMPLOYEE:

Acceptance of Employee

[acceptance_status]

Name of Employee

[candidate_name]

Date

[acceptance_calc]

[#else]

CONTRACT NOT ACCEPTED AS YET

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